

Request for Information

***Regarding Montana's DDP Incident Management and
Reporting System***



Montana Department of Public Health and Human Services

Technology Services Division

07/29/2008



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1.0 INTRODUCTION

The State of Montana Department of Public Health and Human Services (DPHHS) Technology Services Division (TSD) is looking to procure a Commercial off the Shelf (COTS) Incident Management and Reporting System, or procure the services provided from an established provider of incident management and reporting, for the Developmental Disabilities Program (DDP). The Governor's Budget Office requires that any major IT investment be based on the results of a Request for Information (RFI). DPHHS envisions that the Incident Management and Reporting System will capture and maintain Incident Report information, investigation / audit results, Service Provider demographic information; provide trend and analysis reporting, data sharing, and other process management tools; for DDP Service Providers and their incident cases throughout the Montana.

2.0 BACKGROUND

The Montana Department of Public Health and Human Services (DPHHS) is mandated by Federal and State statute to capture, audit, review, investigate, and report incidents from all entities that provide services or support to consumers through funding, contract, or provider agreement with the DPHHS Developmental Disabilities Program (DDP). For a complete list of incidents, incident, investigation, and audit forms, and department policies and guidelines, please refer to Attachment A (IM Policy).

The current Incident Management “system” consists of both a paper process and an Access database. As an Incident Report is completed by the service provider, it is sent manually to DDP, where it is manually entered into an Access database for the data to be analyzed for trends, training, and concerns. This incident reporting process is used by several service providers located throughout Montana. In addition, the results of audits, reviews, and investigations done by DDP are all completed manually, with results stored in hardcopy as well as electronically. Please refer to Attachment B (DDP Service Providers List) for a list of existing service providers.

The manual nature of the current process presents several areas that need improvement. Manually receiving a paper incident report and entering it in to a database is cumbersome, inefficient, and hosts the opportunity for numerous clerical errors and mishaps. In addition, the manual process poses many challenges when changes to the required forms or the process itself are needed. Lastly, the current process makes it very difficult to assure accuracy and track the health and safety trends as required by the Federal Medicaid program.

3.0 FEDERAL AND STATE PROGRAM REQUIREMENTS

The Developmental Disabilities Program (DDP) provides State and federally mandated investigative and reporting services of consumers where the reporting staff person has reasonable



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cause to suspect abuse, sexual abuse, neglect or exploitation, through observation or discovery. Incidents must be reported to the proper authorities/person(s) within the defined timeframes, properly reviewed and/or investigated, and have proper corrective actions implemented that strive to prevent and reduce future risk of harm to individuals. System must provide State level reporting and data access across all State providers.

DDP services and reporting requirements are authorized and administered under 42 USC Sec. 1396n; 42 CFR Sec. 441.302; 53-20-205, MCA; 52-3-801 through 52-3-825, MCA; 53-20-163, MCA; 41-3-201, MCA; 37.34.1500, et seq., ARM.

4.0 STATE IT STANDARDS AND REQUIREMENTS

The State's information technology environment is managed and operated from an enterprise perspective. The governance structure involves several organizations, the Information Technology Services Division (ITSD) of the Department of Administration, and agency information technology organizations.

A description of the computing and telecommunications environment and standards that have been established for the State is available from the following internet website:

<http://itsd.mt.gov/techmt/compenviron.asp>. Hardware and software that fall under these standards represent a large majority of the installed base. For a complete list of the Montana Software Standards, please visit the following internet website:

<http://itsd.mt.gov/policy/software.asp>.

Information regarding connectivity and/or how users access the system can be found at:

<http://itsd.mt.gov/techmt/summitnet.asp>

It is expected that any solution, COTS or a hosted application, must be compliant with the State's IT standards and requirements. The State expects the system provided to operate in an environment that complies with the State and federal standards pertaining to performance, security, and accessibility. The system should also have adequate audit and security controls, meet the State's networking and bandwidth requirements, and meet the standards of existing State systems.

5.0 PURPOSE OF THIS RFI

This RFI is intended to solicit information, comments, and recommendations on a COTS solution or provided service application that can be implemented as the DDP Incident Management and Reporting System for the State of Montana. DPHHS envisions a modern, web based, system that automates the tracking and reporting of incidents and investigation results. The solution must include sufficient security controls that restrict access to specific providers and users based on authorized roles. Based on this premise, DPHHS invites all potentially



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interested parties, individuals, associations, governments, non-governmental organizations, and commercial entities to respond with information on the benefits of their existing product(s) and service(s).

Responses will be subject to State government and public disclosure. All information submitted including addresses, phone numbers, email addresses, and personally identifiable information contained within responses to this RFI will be public. Do not send proprietary, commercial, financial, business confidential, trade secret or personal information that should not be made public.

Although we can provide no reimbursement for your efforts in response to this RFI and any response is voluntary, any information and assistance you can give us by responding to this request would be greatly appreciated. If you choose not to respond, it will have no impact on future contract considerations with your firm. If you do choose to respond, please comply with all aspects of the RFI as thoroughly as possible.

Electronic responses in Microsoft Word in CD format are preferred. If that is not possible, written or email responses will be accepted. Please send responses to:

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2827 Airport Rd
Helena, MT 59604
E-mail: jkatsilas@mt.gov
Telephone: (406) 444-0647

If you have any questions regarding this RFI or our planning process, please contact the above person either by written letter, telephone or email.

Thank you for your time. Please provide your response by 5:00 p.m. (MST), September 6, 2008.

6.0 QUESTIONS

This list of questions is designed to elicit, from those who have established expertise in this type of automated system, information that will support our decision making process. They are intended to solicit as much information as possible. Our intent is to help promote ideas and suggestions from vendors that will assist the State of Montana with finding the best IT solution(s) possible. If you cannot accurately respond to a question as stated, please rephrase the question or qualify your answer in such a way as to make it meaningful within your frame of reference and make it possible for you to respond to the question.



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Please refer to the corresponding question number in your answers. Also please answer all questions, if possible, and expound on each subject as much as possible:

1. What is the Company name, mailing address, email address, telephone number and name of a contact person from your firm for future reference?
2. Describe in detail the specifics of the proposed incident and management reporting product/service.
 - a. Describe the functionality of the proposed solution.
 - b. Please provide details of the technical environment and include both hardware and software specifications.
 - c. Please provide contact information, including names, telephone numbers, addresses, and email addresses for the customer(s) who are currently using the proposed solution.
 - d. Please describe any necessary or available conversion services offered.
3. Please include information describing the functionality such as:
 - a. Online capabilities.
 - b. Reporting and Auditing capabilities.
 - c. Security Features, such as access to certain types of data.
 - d. User Ease.
 - e. Interfacing with other entities.
 - f. Online Help for system and policy questions.
4. Please describe various costs of the solution, including the number of staff, hourly rates for each (if applicable).
 - a. Cost to procure the solution.
 - b. Implementation costs, including conversion and training.
 - c. Other peripheral costs, such as hardware, software, hosting charges, software licensing, connectivity, etc...
5. Is software maintenance optional or required?
 - a. Will maintenance include software upgrades and patches?
6. Will your solution have the ability to be customized?
7. Will your firm provide technical support?
 - a. Is it included in maintenance?



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- b. Is on-site support available?
 - c. Is on-site support available 24x7x365?
- 8. Will your firm contract with other firms to provide a portion or all of this solution?
 - a. If so, please describe in detail the contracted components they plan to support, all of the related costs listed by the applicable categories, etc.
 - b. Will the State of Montana have to deal directly with your contract vendor for these components?
 - c. If so, please list the recommended vendors including company name, mailing address, email address, telephone number, name of contact person and what type of product or service they provide.
- 9. Please provide an estimate for the average time required to fully implement the proposed incident management and reporting system for the DDP, based on Montana and federal regulations and guidelines.
- 10. Please provide any additional comments including the advantages of using your products and services which would further benefit the State of Montana's Developmental Disabilities Program.
- 11. Also include any additional descriptive information such as brochures, demonstrations, or other material that would be useful such as web sites.

7.0 RESOURCES

Code of Federal Regulations: 42 CFR et seq. Sections of the Code of Federal Regulations may be accessed from the following web site: <http://www.access.gpo.gov/nara/cfr/cfr-table-search.html>

Montana Code Annotated – Title 41, 52, 53 http://data.opi.State.mt.us/bills/mca_toc/index.htm

Administrative Rules of Montana – Title 37; + Chapter 34 <http://www.mtrules.org>.